

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



January 28, 2003

ERRATAReason for this Transmittal

- State Law or Regulation Change
 Federal Law or Regulation Change
 Court Order or Settlement Change
 Clarification Requested by One or More Counties
 Initiated by DCSS

TO: ALL IV-D DIRECTORS
SUBJECT: CLARIFICATION TO LCSA LETTER 02-44, DATED DECEMBER 17, 2002
REFERENCE: LCSA WEB SITE REVIEW AND MODIFICATIONS

This letter is to provide you with clarification for the recently released LCSA Letter 02-44, which set forth the following minimum standards for LCSA websites:

- Client access information such as directions, addresses, hours of operation and phone number;
- Information on the Ombudsperson Program;
- Information on the Complaint Resolution and the State Hearing processes;
- Links to the California Department of Child Support Services' (DCSS) website;
- Links to on-line DCSS publications including the Child Support Handbook;
- Frequently asked questions and answers;
- Employer information;
- Clear and immediate feedback for user action. The feedback should include status information, prompting cues, and error and warning messages; and
- The ability to measure and monitor website usability.

It was not anticipated LCSAs would incur significant EDP costs to enhance their websites. However, subsequent to the release of LCSA Letter 02-44, DCSS became aware that some LCSAs might incur significant EDP costs to implement the following website standards:

- Clear and immediate feedback for user action
- The ability to measure and monitor website usability

DCSS-PR-2003-CTY-0007



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www.childsup.cahwnet.gov

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This letter clarifies that LCSAs are encouraged, but not required, to implement the two above mentioned provisions of the website standards. If you have any questions or concerns regarding this matter, please contact Larry Fibich at (916) 464-5245, or by e-mail at larry.fibich@dcss.ca.gov.

Sincerely,

PATRIC B. ASHBY
Deputy Director
Child Support Services Division